

Preface

The Family Care Guide is issued by Wisconsin Medicaid and BadgerCare to all providers who are Wisconsin Medicaid certified. The Family Care Guide is intended to help both providers who are affiliated with Family Care — Care Management Organizations (CMOs) and providers who are not affiliated with CMOs make services available to Family Care members (individuals enrolled in Family Care CMOs). Care Management Organizations deliver the Family Care benefit (refer to the General Information chapter of this guide for more information on the role of CMOs).

Medicaid fee-for-service information in this guide refers to recipients of Wisconsin Medicaid, which includes the BadgerCare program. BadgerCare recipients receive the same health benefits as Wisconsin Medicaid recipients and their health care is administered through the same delivery system. Individuals who are eligible for BadgerCare may also be eligible for Family Care if they meet the Family Care eligibility requirements outlined in this guide.

Providers should use the Family Care Guide in conjunction with other Wisconsin Medicaid resources, including:

- Wisconsin Medicaid All-Provider Handbook.
- Wisconsin Medicaid service-specific handbooks.
- *Wisconsin Medicaid and BadgerCare Updates*.
- Wisconsin Administrative Code, Chapters HFS 101-108.

Refer to the Provider Resources section of the All-Provider Handbook for more information on ordering the above publications.

For more information, providers may also refer to:

- Wisconsin Medicaid's Web site at www.dhfs.state.wi.us/medicaid/.
- Long term care Web site at www.dhfs.state.wi.us/LTCare/.
- Wisconsin Medicaid's Provider Services at (800) 947-9627 or (608) 221-9883.
- Wisconsin Medicaid's Professional Relations representatives (refer to the Provider Resources section of the All-Provider Handbook for a list of Professional Relations representatives).